





## WebGrants Frequently Asked Questions

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- **Why is my organization already in the system?**
  - Organizations may already be registered in the WebGrants system for one or both of the following two reasons:
    1. The organization may have been awarded a grant by the City in the past;
    2. A registered user may have associated him/herself with your particular organization.
- **How do I add my organization to the system?**
  - Organizations are typically verified and added as part of the user registration process. If you are already registered in the system but are associated with multiple organizations, you can email the WebGrants system administrator at [webgrantsregistration@sanjoseca.gov](mailto:webgrantsregistration@sanjoseca.gov) and request that your particular organization be added to the system.
- **How do I update organization information?**
  - To update organization information, you would click on the my profile link from the main menu.  
 **My Profile**
  - Then click on the organization name under Associated Organizations.

Associated Organizations					
Name	Type	Website	Phone	City	State
BaseLine Organization	For Profit Organization	<a href="http://www.baselineorg.com">www.baselineorg.com</a>		Stonesville	Virginia

- Once the organization screen appears, you can click on the edit icon to edit the information  
 **Edit**
- **How do I update my personal information?**
  - To update personal information, you can click on the My Profile icon in the main menu  
 **My Profile**
  - Then click the edit icon to update your personal profile.  
 **Edit**
- **Who do I contact for more information or assistance with an application?**
  - Your primary point of contact should be your grant Program Officer which can be found in Funding Opportunity solicitation page. This can be found by clicking the Funding Opportunities link on the main menu
  - **Funding Opportunities**
  - Then, click on the Opportunity of the title of the particular program you are interested in
  - **Green Event Grant 2011-2012**

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- The funding opportunity will be available for you. The Program Officer will be your primary point of contact.
- Questions can also be emailed to [Webgrantsregistration@sanjoseca.gov](mailto:Webgrantsregistration@sanjoseca.gov). Please allow up to 3 business days for responses to all inquiries.
- **Why was my registration for a Webgrant user ID denied?**
  - Registrations are typically disapproved if the user is already registered in the system.
- **Will I receive a confirmation that my application was submitted? How can I be sure my application was submitted?**
  - Once an application is submitted, the following confirmation message will appear. No additional confirmation or email will be provided. You may want to print this screen for your records.

### Application Submitted Confirmation

You have successfully submitted your sdfsd Application with Application ID [6635]. Grantor has received your application for evaluation.

- **I started two versions of the application. How do I delete the wrong version?**
  - WebGrants does not allow users to delete unsubmitted applications. The unsubmitted versions remain in the database and are made viewable only to the applicant for future reference.
- **Can I change my user name to something more memorable?**
  - For security reasons, the user name is generated by WebGrants and can not be changed. Users can, however; change their user password which can be done via the My Profile module.



[My Profile](#)